

# TraCS FAQ—How do I know when I am running low on inventoried citations?

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## Add Notification Services—(If you haven't already) (See Task 3-21 for a more detailed step by step directions.)

### 1. Run Batch Files

There are two services that must be added for notifications to be sent automatically. These services are called "Email Service" and "Notification Service". In the Program Files\TraCS folder, there are two batch files ("Email Add Service.bat" and "Notification Add Service.bat") for adding these services.

### 2. Start Services

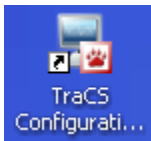
- a. Open the Services Explorer under Control Panel > Administrative Tools > Services in Windows.
- b. For each Service, right click on the Service and choose "Properties". Select the "Log On" tab and change the account from "Local System account" to "This account". Enter the username including the domain name of the user who has access to the location on the network used by transmission. Enter that user's password.
- c. For each service, right click on the service and click "Start".

## Configure an SMTP Connection in the Database Connections Editor –(If you haven't already) (Task 1-4)

**Advanced search notifications require a connection to an SMTP server** that is used to send the email notifications to the intended recipients. SMTP settings are configured in the Database Connections Editor.

### To Create an SMTP Connection

1. Double click the shortcut for the TraCS 10 Configuration Manager, located on your desktop.



2. Sign in with account 00001, password **tracs**.

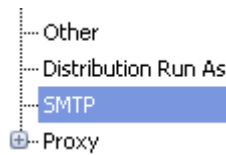
More FAQs here: <http://wisconsindot.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx>



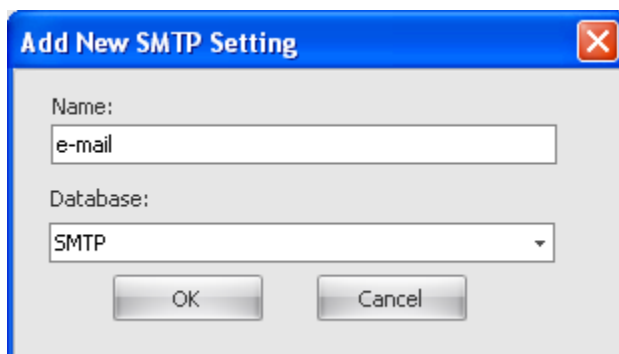
Database Connection

3. Click the **Database Connections** button.
4. Edit the SMTP connection to enable e-mail message delivery.

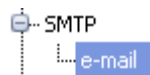
*Note: This step is optional, but will allow you to send e-mail from TraCS and use the notification service.*



- a. Select the **SMTP** entry.
- b. Click the **add**  button.
- c. Enter **e-mail** in the **Name** field.



- d. Click OK.
- e. Expand the **SMTP** item. 



- f. Select **e-mail**.
- g. Complete the panel on the right:

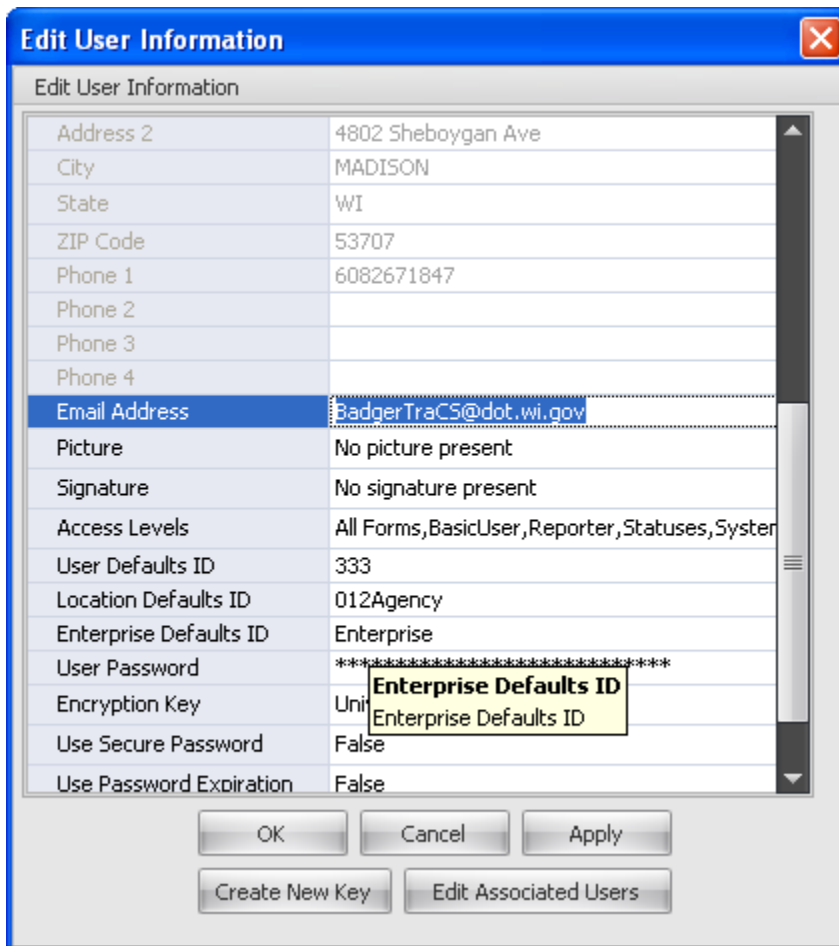
*Note: consult your e-mail administrator if you need help completing this panel.*

- i. In the **Description** field, enter **e-mail**.
- ii. In the **Server** field, enter the address of your e-mail server. (For example: mail.myserver.com)

More FAQs here: <http://wisconsin.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx>

- iii. In the **port** field, enter the port number, typically **25**.
- iv. In the **timeout** field, enter **240**.
- v. In the **UserID** and **Password** fields enter the login credentials to be used when connecting to the e-mail server.
- vi. In the **From Address** field, enter the “from” e-mail address to be used with messages coming from TraCS.
- vii. In the **Display Name** field, enter the display name to be associated with the “from” e-mail address.

### Add emails to your user's settings. (Task 3-17 has more information on user accounts)



**Edit User Information**

Edit User Information

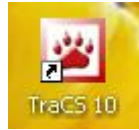
Address 2	4802 Sheboygan Ave
City	MADISON
State	WI
ZIP Code	53707
Phone 1	6082671847
Phone 2	
Phone 3	
Phone 4	
Email Address	BadgerTraCS@dot.wi.gov
Picture	No picture present
Signature	No signature present
Access Levels	All Forms,BasicUser,Reporter,Statuses,System
User Defaults ID	333
Location Defaults ID	012Agency
Enterprise Defaults ID	Enterprise
User Password	*****
Encryption Key	Unit Enterprise Defaults ID
Use Secure Password	False
Use Password Expiration	False

OK Cancel Apply

Create New Key Edit Associated Users

More FAQs here: <http://wisconsindot.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx>

**Set up an Advanced Search (Office Procedures manual had more detailed info on Advanced search and notification setup, along with Appendix F of example queries.**



1. Start TraCS 10.
2. In the Search Box Choose the **Advanced** Tab

A screenshot of the "Search" window in TraCS 10. It has tabs for "General", "Enhanced", "Custom", "Favorites", and "Advanced". The "Advanced" tab is selected. Below the tabs, there are radio buttons for "Show: Advanced Searches" (selected), "AdHoc Queries", and "Analysis Reports". There is a large empty text area for search criteria. At the bottom, there are buttons for "New", "Edit", "Delete", and "Search".

3. Choose the **Advanced Searches**
4. Click **New**
5. Fill out the top with a descriptive name. exp

A screenshot of the "Search Name" input field. The text "Low on Citations" is entered into the field.

6. For the Choices across the top

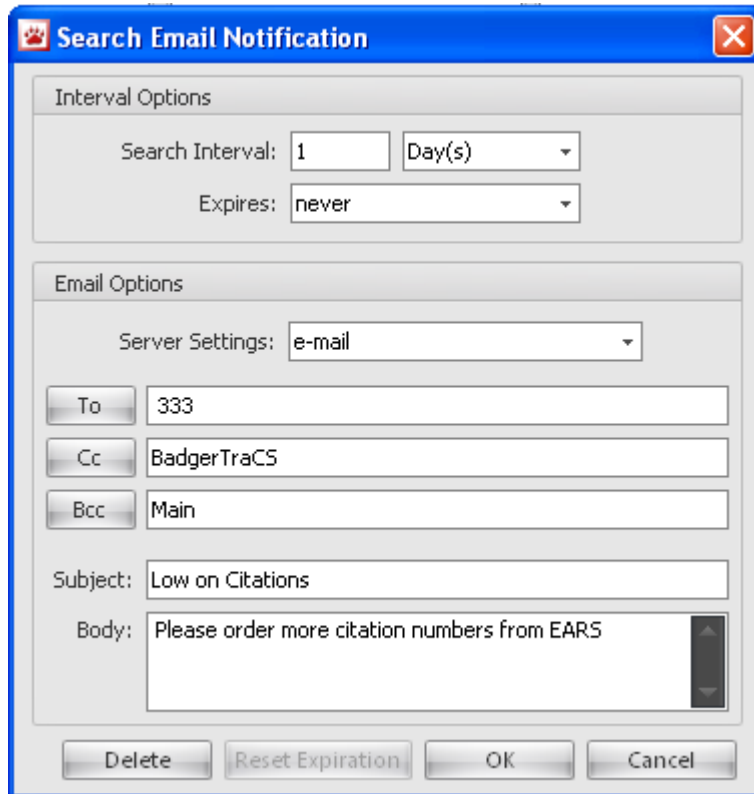
Form	Group	Field	Action	Value(s)
ELCI Number Inventory	Header	Status	Exact Match	Inventoried
ELCI Number Inventory	Transaction	TransactionQuantity	Less Than Or Equals	?? number of your choice

A screenshot of the "Search Criteria" section. It shows a list of criteria for the "ELCI Number Inventory" form. The criteria are: "[UtilityElciNumberInventoryControl].[Header Information].[Status]" with "Exact Match" and "Inventoried", and "[UtilityElciNumberInventoryControl].[Transaction].[transactionQuantity]" with "Less Than Or Equals" and "200".

7. Choose **Notifications** button
8. Fill out the following according to your agency (Note: you can enter email directly or specific TraCS users or TraCS user groups. For large agencies it would be more

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efficient to assign users to an admin group to get this email. Changing the group would change who gets the email notification)



The screenshot shows a Windows-style dialog box titled "Search Email Notification". It is divided into two main sections: "Interval Options" and "Email Options".

**Interval Options:**

- Search Interval:** A text box containing "1" followed by a dropdown menu set to "Day(s)".
- Expires:** A dropdown menu set to "never".

**Email Options:**

- Server Settings:** A dropdown menu set to "e-mail".
- To:** A text box containing "333".
- Cc:** A text box containing "BadgerTraCS".
- Bcc:** A text box containing "Main".
- Subject:** A text box containing "Low on Citations".
- Body:** A text box containing "Please order more citation numbers from EARS".

At the bottom of the dialog are four buttons: "Delete", "Reset Expiration", "OK", and "Cancel".

--Geri, 10/15/2013

Updated 04/27/16, Beth